

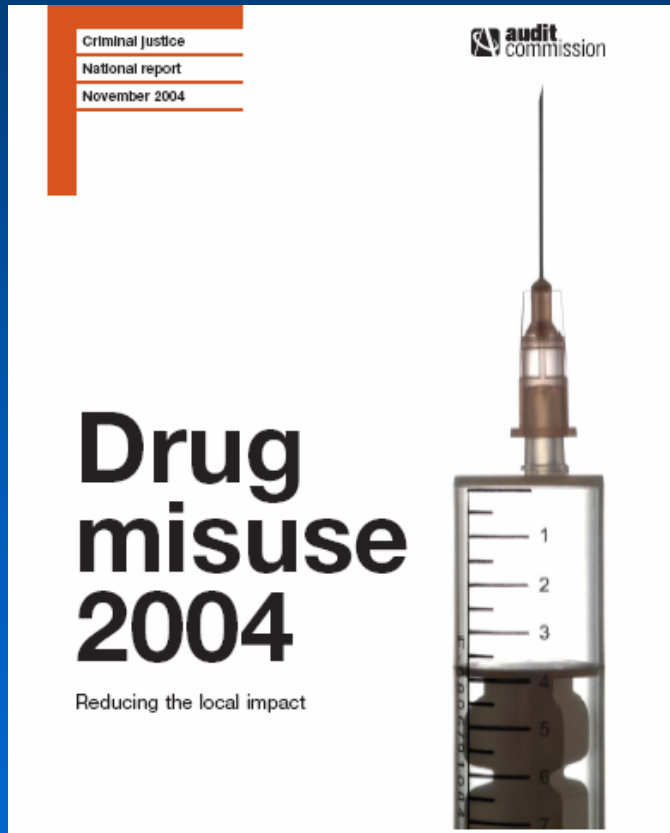
User and carer involvement:

***Findings from the
Audit Commission report***

Susan Bennett

Drug Misuse 2004

Reducing the local impact



Followed up from the 'Changing Habits Report' 2002

Published by the Audit Commission in November 2004

One aim: to find out from users and carers what services are like from their point of view

How we found out what users and carers think....

- Visits to user/carer groups – local and national
- Local DAT work – surveys, satisfaction results
- Opening Doors events, NIMHE
- National Treatment Agency regional work
- Site visits in England and Wales
- Published research – BME study
- EATA survey of voluntary sector providers – commissioned work
- Conferences, workshops and events
- National Treatment Agency national user/carer groups
- Experts by Experience

How the feedback was used

Views were made known throughout to:

- National Treatment Agency
- Home Office
- Department of Health
- Drug Action Teams visited
- Scottish Executive
- Welsh Assembly

And in the final report.....

Two journeys.....

Greg, 20

His pregnant girlfriend Tracey

Tracey's mother Pat who looks after Tracey's
other two children

Janet – deputy chief executive of a council and
chair of the local drugs partnership

Users and carers stories are told

Recognising the problem:

- Stigma
- Publicity and information
- Targeting help
- Choice and availability
- Quick responses

Finding the right path

- Care planning
- Lack of carers assessments
- Support for carers
- Joined up services
- User focused services
- Staff attitudes

Keeping going....

- After/through care
- Skills training
- Housing
- Support
- Positive role models
- Value of user/carer involvement

Recommendations

- Improving user focus nationally
- Provision of follow on services
- Up to date information
- Requiring providers to demonstrate user focus
- Staff competencies
- Care planning
- Outcome targets

User and carer materials

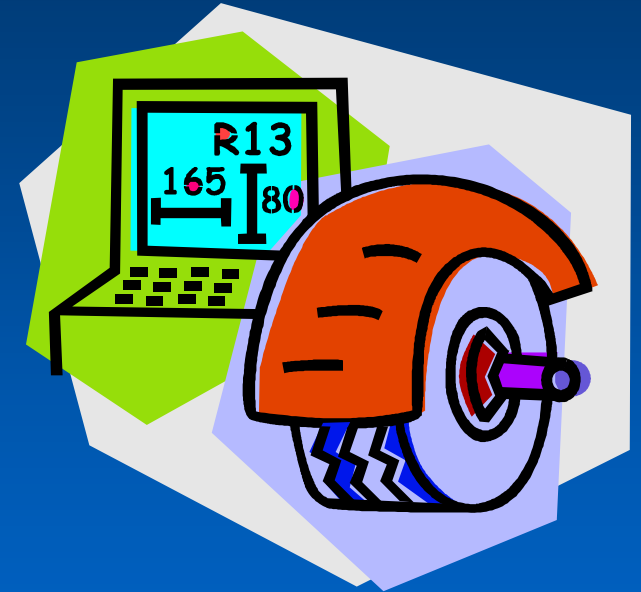
Now on NTA website – <http://www.nta.nhs.uk/>

Extending Empowerment

- Getting started
- What users think
- Being heard – notable examples
- Making a difference
- Information and advice about involvement

How to use this material

**Don't reinvent
the wheel!**



Save time on researching what works

Drug Users - involvement

•**Experts by Experience, Annual Report.**

www.nta.nhs.uk

Contains lessons learnt in user involvement as part of the Open Doors Project run by the NTA and NIMHE in 2003.

Supplement your own user/carer information

Source of information	Headline statements from users and carers	Good practice and/or action being taken
<p data-bbox="110 496 472 768">Famfed Conference and interviews with carers and their groups</p> <p data-bbox="110 862 456 968">Opening Doors workshops</p> <p data-bbox="110 1062 491 1168">Interviews with users and carers</p>	<p data-bbox="575 496 1241 554">Access to information</p> <ul data-bbox="575 582 1203 1339" style="list-style-type: none"><li data-bbox="575 582 1051 745">•Needs to get better including community telephone support<li data-bbox="575 768 1203 982">•Confidentiality is being too rigidly upheld and excludes carers from supporting treatment.<li data-bbox="575 1011 1203 1339">•Poor communication reported between treatment services and users and carers by letter eg mail arriving too late for appointments	<p data-bbox="1285 496 1774 711">Sheffield DAT are looking at developing a Family Support Toolkit of information</p>

Use information for bids/proposals

- Supporting Families and Carers of drug users: Effective Interventions Unit
- Adfam: Families in Focus 2002
- Audit Commission interviews
- Famfed workshop March 2003
- Aberdeen City Drugs, Alcohol and HIV forum consultation
- Users at 2nd National Treatment Conference
- Gateshead Carers and DAT
- 'There but for fortune' report funded by National Lottery on Family Support Groups 2000.
- Voluntary Sector service users focus groups.

Customer Focus

- Users are not treated as 'customers' of the service with rights and respect
- There is a lack of: customer standards for services
 - involvement of carers and families in treatment process
 - work done with lapsed and ex users and non service users
- customer satisfaction surveys done or acted upon

- Supporting People in Manchester have produced a video sponsored by the ODPM on 'Tell it like it is' featuring young people with drugs problems and criminal backgrounds. This will be used for training and awareness raising on the value of involvement in services.
- The Alliance have produced a set of user charter standards

Good practice - share

Wirral Arch User Involvement group:

- sit on all the important DAAT groups and influenced the Treatment Plan for 2003-04
- suggested that they be trained in first aid to reduce the numbers of drug related deaths.
- have assessed all DAAT leaflets and are now routinely consulted on information
- persuaded a chemist to put up a blind to give drug users some privacy when taking methadone
- changed a day programme from 5 days a week structured to two days drop in and three days structured, as a result of users feedback

Campaigning – maximise your opportunities

Calderdale Users Forum's successful campaign for improvements in a Needle Exchange

- CUF survey of 157 people who used the old Syringe Exchange
- Changes include: triage, waiting times have been cut, opening times extended and restrictive practices have been stopped. Staff attitudes have changed

Carers involvement impact

- Carers in Stockton got positive changes by carer and user representation which led to an increased investment for inpatient detox and residential rehabilitation from £40,000 to £200,000 so between 30 – 40 people a year can benefit.
- Successful campaigning led to more emergency / half way housing accommodation with twenty four hour staffing and they have developed a scheme for a 12 bedded unit.

Add your experiences to the collective voice

- **University of Central Lancashire's needs study of Black and Minority Ethnic Communities**
- **Home Office Diversity Conference feedback from The Federation**
- **NTA IAG meeting 2003**
- **Opening Doors workshop in Liverpool 2003**
- **Home Office research with BME communities.**
- **'Supporting Families and Carers of drug users': Effective Interventions Unit**
- **Adfam: Families in Focus 2002**
- **'Delivering Services to Hard to Reach users in On Track Areas: definition, consultation and needs assessment': Home Office 2004**
- **'Revolving Doors' report 2003**
- **Gateshead Carers and DAT**
- **Famfed workshop and conference 2004**

Equality issues

- **Employ more BME staff**
 - **Translation and interpretation**
 - **Ethnic monitoring of needs**
 - **Women's issues such as access to childcare, removal of threat to children being taken into care, linking with domestic violence work**
- Lack of accessible services for:**
- **Carers and families**
 - **Dual diagnosis BME users**
 - **People over 25**
 - **Asylum seekers**

 - **Rural areas**

Peer support – others can help

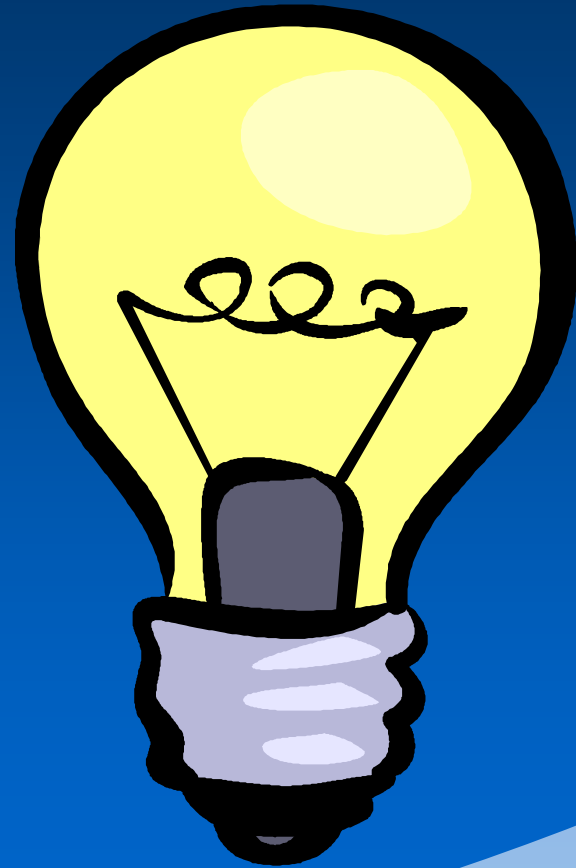
The Alliance supports people who receive prescribed drugs for the treatment of their drug dependency. They:

- actively promote the participation and involvement of prescribed drug users in their work. providing peer
- advocacy programmes in treatment services
- train users and professionals in principles of advocacy, user involvement, and overdose awareness
- collect feedback from service users about their experiences of treatment
- use this feedback to inform discussions about treatment policies with providers and policymakers.

The way forward.....

NTA Plans

- Any ideas?



***Information is only as good as the
use you make of it***

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